IN THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claim 1 (Currently Amended): A trouble ticketing system of a third party for supporting multiple service providers, each having end-users connected to a common network of the third party, comprising:

a digital repository populated with

service provider entries including information about a first service provider of the multiple service providers and other information about a second service provider of the multiple service providers,

end-user entries including information about end-users of the first service provider and other information about end-users of the second service provider, each of the end-user entries being associated with at least one of the service provider entries, and

trouble ticket entries including trouble ticket information including trouble ticket status information, each of the trouble ticket entries being associated with at least one of an end-user entry and a service provider entry and corresponding to usage of the common network;

a processor; and

a computer readable medium encoded with processor readable instructions that when executed by the processor implement,

a common provisioning mechanism configured to provision end-users to the common network and to confirm that a selected service provider of the first service provider and the second service provider is a customer of the third party prior to provisioning an end-user of the selected service provider to the common network,

a common trouble ticket interface mechanism configured to provide a single user interface for the first service provider and the second service provider to access entries in the digital repository, the first service provider having access to trouble ticket entries associated with the first service provider and end-user entries associated with the first service provider and the second service provider having access to trouble ticket entries associated with the second service provider and end-user entries associated with the second service provider, and

a trouble ticket tracking mechanism configured to access and maintain trouble ticket entries in the digital repository.

Claim 2 (Original): The system of Claim 1, wherein the common trouble ticket interface mechanism is further configured to provide secure access to the entries in the digital repository.

Claim 3 (Original): The system of Claim 1, wherein the common trouble ticket interface mechanism comprises a web portal.

Claim 4 (Original): The system of Claim 1, wherein the digital repository comprises a database.

Claim 5 (Original): The system of Claim 1, wherein the common network comprises a network dedicated to broadband data transport services.

Claim 6 (Original): The system of Claim 5, wherein the data transport services comprise at least one of Internet access, voice over IP, and video on demand.

Claim 7 (Original): The system of Claim 1, wherein the common network comprises an open access network.

Claim 8 (Original): The system of Claim 1, wherein at least a portion of the common network comprises an Internet protocol network.

Claim 9 (Original): The system of Claim 1, wherein at least a portion of the common network is a hybrid fiber optic coaxial network.

Claim 10 (Original): The system of Claim 1, wherein the at least one of the multiple service providers comprises an Internet service provider.

Claim 11 (Original): The system of Claim 1, wherein at least a portion of the common network comprises a Data Over Cable Service Interface Specification network.

Claim 12 (Original): The system of Claim 1, wherein at least a portion of the common network comprises a European Data Over Cable Service Interface Specification network.

Claim 13 (Currently Amended): A trouble ticketing method for supporting multiple service providers, each having end-users connected to a common network <u>of a third party</u>, comprising:

populating a digital repository <u>of the third party</u> with

service provider entries including information about a first service provider of the multiple service providers and other information about a second service provider of the multiple service providers,

end-user entries including information about end-users of the first service provider and other information about end-users of the second service provider, each of the end-user entries being associated with at least one service provider entry, and

trouble ticket entries including trouble ticket information including trouble ticket status information, each of the trouble ticket entries being associated with at least one of an end-user entry and a service provider entry;

provisioning a first end-user of the first service provider onto the common network using a common provisioning system of the third party;

provisioning a second end-user of the second service provider onto the common network using the common provisioning system of the third party;

associating an end-user entry corresponding to the first end-user with a service provider entry corresponding to the first service provider in the digital repository;

associating an end-user entry corresponding to the second end-user with a service provider entry corresponding to the second service provider in the digital repository;

providing a single user interface for the first service provider and the second service provider to access entries in the digital repository via a common trouble ticket interface mechanism, the first service provider having access to trouble ticket entries associated with the first service provider and end-user entries associated with the first service provider and the second service provider having access to trouble ticket entries associated with the second service provider and end-user entries associated with the second service provider; and

accessing and maintaining trouble ticket entries in the digital repository.

Claim 14 (Original): The method of Claim 13, further comprising the step of:

configuring the common trouble ticket interface mechanism to provide secure access to the entries in the digital repository.

Claim 15 (Original): The method of Claim 13, further comprising the step of:

configuring the common trouble ticket interface mechanism as a web portal.

Claim 16 (Original): The method of Claim 13, wherein the common network comprises a network dedicated to broadband data transport services.

Claim 17 (Original): The method of Claim 16, wherein the data transport services include at least one of Internet access, voice over IP, and video on demand.

Claim 18 (Original): The method of Claim 13, wherein the common network comprises an open access network.

Claim 19 (Original): The method of Claim 13, wherein at least a portion of the common network comprises an Internet protocol network.

Claim 20 (Original): The method of Claim 13, wherein at least a portion of the common network comprises a hybrid fiber optic coaxial network.

Claim 21 (Original): The method of Claim 13, wherein at least one of the multiple service providers comprises an Internet service provider.

Claim 22 (Original): The method of Claim 13, wherein at least a portion of the common network comprises a Data Over Cable Service Interface Specification network.

Claim 23 (Original): The method of Claim 13, wherein at least a portion of the common network comprises a European Data Over Cable Service Interface Specification network.

Claim 24 (Currently Amended): A trouble ticketing system for supporting multiple service providers, each having end-users connected to a common network of a third party, comprising:

means for populating a digital repository of the third party with

service provider entries including information about a first service provider of the multiple service providers and other information about a second service provider of the multiple service providers,

end-user entries including information about end-users of the first service provider and other information about end-users of the second service provider, each of the end-user entries being associated with at least one service provider entry, and

trouble ticket entries including trouble ticket information including trouble ticket status information, each of the trouble ticket entries being associated with at least one of an end-user entry and a service provider entry;

means for provisioning a first end-user of the first service provider onto the common network using a common provisioning means of the third party;

means for provisioning a second end-user of the second service provider onto the common network using the common provisioning means of the third party;

means for associating an end-user entry corresponding to the first end-user with a service provider entry corresponding to the first service provider in the digital repository;

means for associating an end-user entry corresponding to the second end-user with a service provider entry corresponding to the second service provider in the digital repository;

means for the first service provider and the second service provider to access entries in the digital repository, the first service provider having access to trouble ticket entries associated with the first service provider or end-users of the first service provider and the second service provider having access to trouble ticket entries associated with the second service provider or end-users of the second service provider; and

means for accessing and maintaining trouble ticket entries in the digital repository.

Claim 25 (Currently Amended): A computer program product, comprising:

a computer storage medium; and

a computer program code mechanism embedded in the computer storage medium for causing a processor to provide a common trouble ticketing capability supporting multiple service providers, each having end-users connected to a common network of a third party, the computer program code mechanism having,

a first computer code device configured to maintain service provider information, end-user information, and trouble ticket status information in a database, the end-user information including an association between each end-user and at least one service provider, the trouble ticket status information including an association between each trouble ticket and at least one of an end-user and a service provider;

a second computer code device configured to provide a common trouble ticket user interface for a first service provider and a second service provider to access entries in the database, the first service provider having access to trouble ticket status information

associated with at least one of the first service provider and end-users of the first service provider and the second service provider having access to trouble ticket status information associated with at least one of the second service provider and end-users of the second service provider; ~~and~~

a third computer code device configured to maintain trouble ticket status information in the database; and

a fourth computer code device configured to provision a first end-user of the first service provider onto the common network, provision a second end-user of the second service provider onto the common network, associate an end-user entry corresponding to the first end-user with a service provider entry corresponding to the first service provider in the digital repository and associate an end-user entry corresponding to the second end-user with a service provider entry corresponding to the second service provider in the digital repository.

Claim 26 (Original): The computer program product of Claim 25, wherein the second computer code device is further configured to provide secure access to the information in the database.

Claim 27 (Original): The computer program product of Claim 25, wherein the second computer code device comprises a web portal.

Claim 28 (Original): The computer program product of Claim 25, wherein the common network comprises a network dedicated to broadband data transport services.

Claim 29 (Original): The computer program product of Claim 28, wherein the data transport services comprise at least one of Internet access, voice over IP, and video on demand.

Claim 30 (Original): The computer program product of Claim 25, wherein at least a portion of the common network comprises an open access network.

Claim 31 (Original): The computer program product of Claim 25, wherein at least a portion of the common network comprises an Internet protocol network.

Claim 32 (Original): The computer program product of Claim 25, wherein at least a portion of the common network comprises a hybrid fiber optic coaxial network.

Claim 33 (Original): The computer program product of Claim 25, wherein at least one of the multiple service providers comprises an Internet service provider.

Claim 34 (Original): The computer program product of Claim 25, wherein at least a portion of the common network comprises a Data Over Cable Service Interface Specification network.

Claim 35 (Original): The computer program product of Claim 25, wherein at least a portion of the common network comprises a European Data Over Cable Service Interface Specification network.

Claims 36-39 (Withdrawn)